

West Corporation Fact Sheet - December 31, 2013

west

Overview

As a leading provider of technology-driven communication services, West Corporation (NASDAQ: WSTC) offers a broad range of communications and network infrastructure solutions that help organizations manage or support critical communications. Our customer contact solutions and conferencing services are designed to improve our clients' cost structure and provide reliable, high-quality services. West also provides mission-critical services, such as public safety and emergency communications.

Founded in 1986 and headquartered in Omaha, Neb., West serves Fortune 1000 companies and other clients in a variety of industries, including telecommunications, retail, financial services, public safety, technology and healthcare. West has sales and operations in the United States, Canada, Europe, the Middle East, Asia-Pacific and Latin America.

Investor Highlights

- Scalable platform, low capital intensity, high margins and strong cash flow
- Long-standing, diversified client base
- Technological innovation
- Best-in-class cost structure
- Recurring revenue with multiple growth opportunities
- Addressing large, growing markets worldwide
- Proven ability to enhance business model and growth through acquisitions
- Portfolio transitioned to a platform-based model to better meet clients' needs
- Management team has successfully evolved business over 20+ years

2013 Statistics

- Revenue: \$2.69 billion
- 10 year revenue CAGR: 10.5%
- Revenue growth for 27 consecutive years
- Adjusted Operating Income:² \$575 million, or 21% of revenue
- 73% of revenue and 92% of operating income comes from platform-based services
- Approximately 25,000 clients, including 84% of Fortune 500
- Managed over 58 billion telephony minutes and approximately 148 million conference calls
- Facilitated over 290 million 9-1-1 calls
- Delivered over 1.4 billion notification calls and data messages

Financial Highlights

(dollars in millions)

	Three Months Ended December 31			Twelve Months Ended December 31		
	2013	2012	Change	2013	2012	Change
Consolidated Revenue	\$687.6	\$680.2	1.1%	\$2,685.9	\$2,638.0	1.8%
Platform-based Revenue ¹	\$495.8	\$479.9	3.3%	\$1,955.2	\$1,886.5	3.6%
Operating Income	\$128.8	\$125.1	2.9%	\$480.2	\$478.2	0.4%
Adjusted Operating Income ²	\$144.9	\$146.3	-1.0%	\$575.3	\$567.8	1.3%
Free Cash Flow ^{2,3}	\$66.9	\$37.3	79.3%	\$255.7	\$193.4	32.2%
EBITDA ²	\$175.8	\$182.0	-3.4%	\$664.7	\$663.1	0.2%
Adjusted EBITDA ²	\$178.4	\$186.5	-4.3%	\$704.4	\$686.9	2.6%
Net Income	\$50.3	\$32.7	53.9%	\$143.2	\$125.5	14.1%
Adjusted Net Income ²	\$63.6	\$47.0	35.6%	\$229.3	\$190.2	20.6%

¹ Platform-based businesses include the Unified Communications segment, Intrado, West Interactive and HyperCube

² See Reconciliation of Non-GAAP Financial Measures provided at west.com

³ Free Cash Flow is calculated as Cash Flows from Operations less cash Capital Expenditures.

West Executive Management Team

Thomas Barker

Chief Executive Officer & Director

Nancee Berger

Chief Operating Officer & President

Paul Mendlik

Chief Financial Officer, Treasurer & Executive Vice President - Finance

Scott Etzler

President - InterCall

Skip Hanson

*President
West Interactive Corporation*

George Heinrichs

President - Intrado

Rod Kempkes

Chief Administrative Officer

Mick Mazour

President - West Business Solutions

Dave Mussman

*Executive Vice President
General Counsel & Secretary*

Steve Stangl

*President
West Communication Services*

Todd Strubbe

*President
West Unified Communications*

David Treinen

*Executive Vice President
Strategic Business Development*

West Investor & Public Relations Contact

David Pleiss

Vice President, Investor Relations

West Corporation

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West Corporation

Our portfolio of technology-driven communications services includes:

Unified Communications Segment

Conferencing and Collaboration

- On-demand audio conferencing
- Web collaboration tools
- Video managed services and video bridging

Event Services

- Audio and video webcasting
- Virtual event design and hosting
- Operator-assisted audio conferencing

Alerts and Notifications

- Automated voice notifications
- SMS/Email alerts and notifications
- Push notifications
- Multichannel preference management and campaign management solutions
- Website and customer portal management

IP-Based UC Solutions

- Hosted IP-PBX and enterprise call management
- Hosted and managed MPLS network
- UC partner solution portfolio
- Cloud-based security services
- Professional services and system integration expertise

Communications Services Segment

Emergency Communications

- 9-1-1 Network Services
 - Intelligent, IP enabled advanced 9-1-1 (A911) services
 - Network database management
 - Location identification
- 9-1-1 Telephony Systems and Services
 - Fully integrated with network routing technology
 - Integrated graphical interface

Automated Call Processing

- Automated Customer Service
 - IVR
 - Natural language speech recognition solutions
- Voice and data network management services

Telephony/Interconnect Services

- Toll-free origination
- Termination service
- Tandem transport

Agent-Based Services

- Customer care and acquisition services
- B2B account management solutions
- Receivables management services
- Overpayment identification and recovery services

